GOVERNO DO
Rio de
Janeiro



WATCH OUT!

PROCONRJ

GOVERNO DO
Rio de
Janeiro

SECRETARIA DE
ESTADO DE PROTEÇÃO
E DEFESA DO CONSUMIDOR

TAXI USERS INFORMATIVE GUIDE

1. **Which are the existing types of taxis in the city of Rio de Janeiro?**

   R: Two types: Regular and special.

2. **How to identify a regular taxi?**

   R: The regular taxis are yellow, with a dark blue stripe on its sides and it has a red license plate.



3. **How to identify a special taxi?**

   R: The special taxis, besides the red license plate, must follow the color patterns predetermined by each cooperative, and they must have an identification stripe on its side.



4. **Are there any sites with special fares?**

   R: Yes, in Novo Rio bus station, Hotels in Copacabana, Ipanema and São Conrado, Santos Dumont Airport, Tom Jobim international airport and in touristic sites set in advance by the City Government.

5. **How to know if the taxi is available?**
R: When the bright sign on the top of the car (with the name “TAXI”) is on.



6. **What are the requirements users must pay attention to in order to identify authorized taxis?**
R: The red license plate, the inspection seal, the authorized taxi driver´s identification card and the standardized color among taxis from the same cooperatives.

7. **What kind of luggage can the user carry in a taxi?**
R: The taxi driver must take the luggage, since it does not exceed the measure of 30X60 cm, and if its nature and weight does not harm the vehicle. Exceeding the mentioned measures, a current cab fare, on “flag 1”, may be charged.

8. **Is animal transportation in taxis allowed?**
R: Yes, if it is a guide dog. In a different circumstance, it will depend on the taxi driver’s consent, who will share the responsibility with the passenger. There will be no surplus on the cab fare for this.

9. **How must the taxi driver carry out the itinerary?**
R: By following the shortest way or the indicated by the passenger.

10. How to identify a taxi driver?

R: The properly authorized taxi drivers own an identification card, with photo, upon the dashboard.



11. Do the taxi drivers in Rio de Janeiro wear a uniform?

R: No, but they must work properly dressed, wearing Polo shirt, or formal shirt, with short or long sleeves, with neck, and buttoned to the top, long pants or long shorts and closed shoes.

12. How must the taxi driver treat the passenger?

R: By offering a cordial treatment, respect and education and adopt a differentiated treatment to the handicapped, elderly, pregnant and people with special needs or in a state of illness.

13. Can the passenger, for his convenience, ask the taxi driver to park in a non-authorized place?

R: No, since such procedure would take the taxi driver to act in disobedience of the traffic laws.

14. If the passenger wants the taxi to be at his/her disposal, how must the taxi driver proceed?

R: He must keep the taxi meters on, waiting in an authorized place.

15. **In what conditions will the service to the passenger occur?**
R: The taxi driver will ask the passenger his/her destination, turn on the taxi meters, always in his/her presence, and turn it off when the user is aware of the fare to pay.

16. **Are all the vehicles monitored?**
R: No, only the cooperative taxis use communication system to meet the service demand and they have a GPS system for communication with their headquarters and the City Government.

17. **Do all the taxis in Rio de Janeiro have air conditioner?** R: Yes, according to the City Government's demand.

18. **In an area where there is toll charge, who is responsible for paying it?**
R: The consumer must pay the toll, when he/she chooses itineraries in which this fee is charged.

19. **Is it allowed to the taxi driver charge for the car ride back?** R: A car ride back cannot be charged from the passenger.

20. **Is there any fare difference between the regular and the special taxi?**
R: Yes, the special cab fare is more expensive. The user must be attentive to such information before boarding in a taxi.

21. What are the types of cab fares?

R: There are two types of fares, called “flag 1” and “flag2”. In the beginning of the year, the taxi meters have new values. While they are not changed, the taxi drivers use the table provided by the City Government.



22. What is “flag 1”?

R: It is the cab fare charged from Monday to Saturday, between 6:00 a.m. to 9:00 p.m.

23. What is “flag 2”?

R: It is the fare charged from Monday to Saturday, from 9:00 p.m. to 6:00 a.m., and on Sundays and holidays, the whole period.

24. What is the difference between “flag 1” and “flag 2” fare values?

R: “Flag 2” fare has an increase of 20% on the value in relation to “flag 1” fare. The passenger must always observe the fare that is being used.

25. **Is there any authorization from Rio de Janeiro City Government for the taxi drivers, even in a period of flag 1, to use flag 2 fare too?**

R: Yes, on high hills, no matter what time. In this case, when driving up, the taxi driver may use “flag 2”, and when driving down he must return to “flag 1”.

Note: many taxi drivers don’t use this authorization due to most of the passengers’ lack of knowledge about it, in order to avoid undesirable arguments.

26. **What are the periods in which the user must pay flag 2?**

R: Besides Saturdays and Sundays, on holidays and Carnival, up to 12:00 a.m., on Ash Wednesday (the first wednesday after carnival).

27. **How can the consumer calculate the price of rides in Rio de Janeiro?**

R: Through mobile gadgets, like iphones, ipods, smartphones, etc, on the site www.tarifadetaxi.com/rio-de-janeiro .

28. **Where can the user report a taxi driver who has charged more than what had been calculated?**

R: The user can report it at PROCON-RJ, through the phone 151, or at the City Government, through the phone 1746.

The State Secretary of Consumer´s Protection and Defense of Rio de Janeiro - SEPROCON and PROCON-RJ put at your disposal their service stations and the Dial PROCON (Tel. 151) to receive your complaints.

SERVICE STATIONS PROCON-RJ

PROCON-RJ Av. Rio Branco
Av. Rio Branco, 25/ 5th floor - Centro (Next to Praça Mauá)
Rio de Janeiro
Tel.: 151
Service:
Week Days: 09:00 am to 05:00 pm

PROCON-RJ Bangu
Rua Fonseca, 240/ 2th floor - Bangu Shopping
Bangu - Rio de Janeiro
Tel.: (21) 3107-7026
(21) 3107-7032
(21) 3107-7031
Service:
Week Days: 08:00 am to 06:00 pm
Saturdays: 09:00 am to 01:00 pm

PROCON-RJ Cantagalo
Rua Barão da Torre, - On the exit of General Osório subway Station
Ipanema - Rio de Janeiro
Tel.: (21) 3202-5565
Service:
Week Days: 08:00 am to 06:00 pm
Saturdays: 09:00 am to 01:00 pm

PROCON-RJ Niterói
Rua Visconde de Sepetiba, 519 – Ground floor
Centro - Niterói
Tel.: (21) 2719-5177
Service:
Week Days: 09:00 am to 05:00 pm

PROCON-RJ São Gonçalo
Av. São Gonçalo – Road. Niterói Manilha, Km 8.5, 100
São Gonçalo - Shopping Centro - São Gonçalo
Tel.: (21) 3125-6212 Service:
Week Days: 08:00 am to 06:00 pm
Saturdays: 09:00 am to 01:00 pm

PROCON-RJ São João de Meriti
Estrada Municipal de São João de Meriti, 111
Shopping Grande Rio – 1st floor
São João de Meriti
Tel.: (21) 3668-1054
Service:
Week Days: 08:00 am to 06:00 pm
Saturdays: 09:00 am to 01:00 pm

USEFUL TELEPHONES

Novo Rio Bus Station
Avenida Francisco Bicalho, 1 - Santo Cristo
Rio de Janeiro
Tel.: (21) 3213-1800

Airoports
Santos Dumont Aiport
Tel.: PABX: (21) 3814-7070

Rio de Janeiro International Airport /Galeão - Antônio Carlos Jobim
Tel.: PABX: (21) 3398-5050

Federal Police
Tel.: 194

Military Police
Tel.: 190

TurisRio
Rua Acre, 30 - Centro Tel.:
(21) 2334-6153 Service:
Week Days: 09:00 am to 06:00

SMTR-RJ
Tel.: 1746

DEAT - Delegacia Especial de Atendimento ao Turista
(Special Police Unit for Tourism Support)
Av. Afrânio de Melo Franco, 159 - Leblon
Tel.: (21) 2332-2924 Service:
24/7 service

Dial PROCON-RJ
Tel.: 151
Service:
Week Days: 07:00 am to 07:00 pm

PROCON-RJ Website
http://www.procon.rj.gov.br/

Online complaint
http://www.procononline.rj.gov.br/

Online complaint through smartphone
http://www.meuprocon.rj.gov.br/